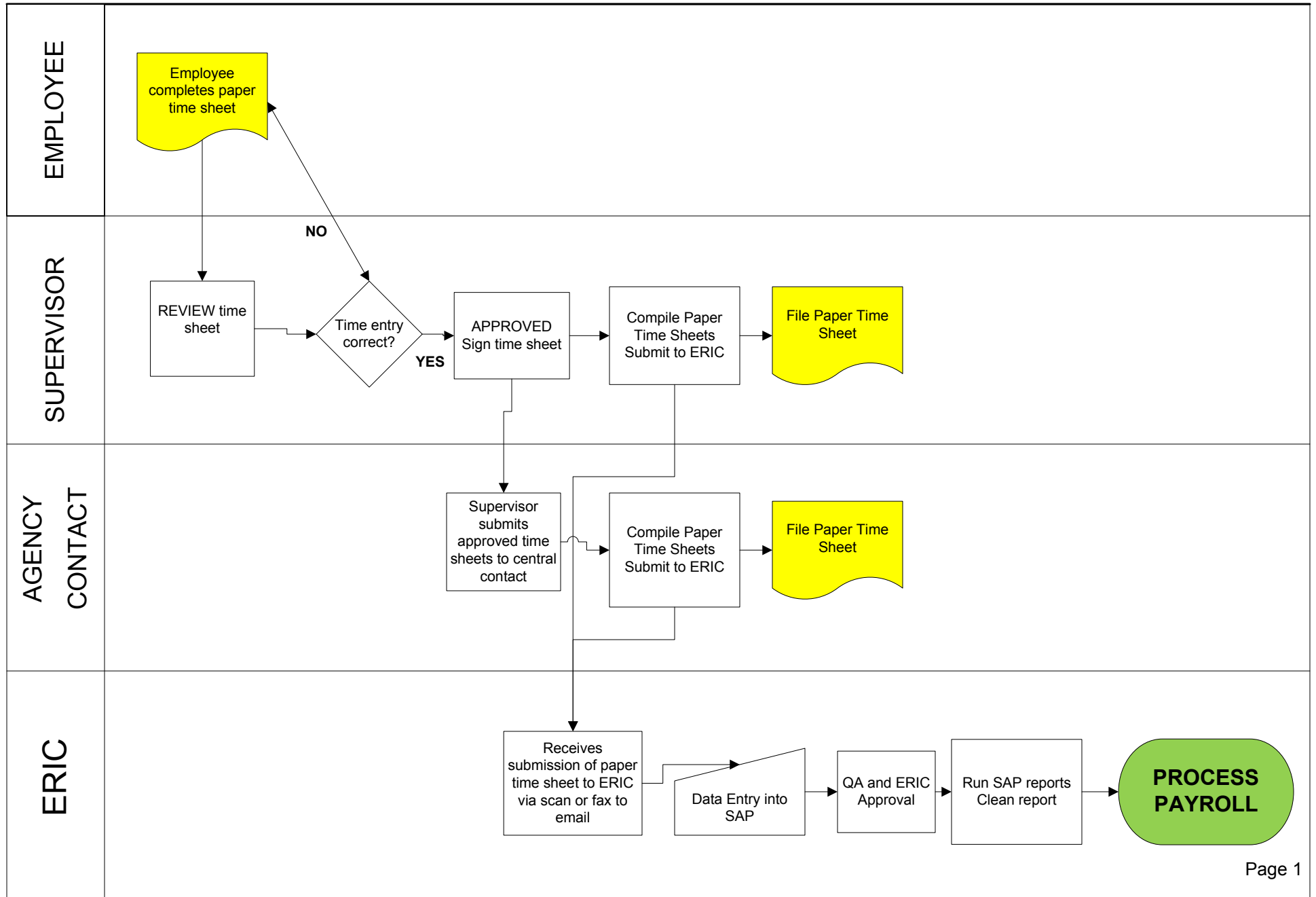


# To Be Payroll Process – Time Sheets

State of UTAH, Eric Implementation DRAFT Monday, January 24, 2011



Human Resources “TO BE” Process Mapping Exercise

PROCESS ID:	Payroll – Paper Time Sheets
HR AREA: (Note: A complete list of areas appears in Appendix A)	Payroll – Paper Time Sheets
PROCESS: (include brief description)	Payroll Process
Sub-Process: (If applicable)	Wage Types Paycheck issue resolution
Customer: (Employee, Supervisor, HR or Org)	Employee, Supervisor
Process Trigger/s: (Briefly describe the action/s that initiate this process)	1)Employee completes time sheet
Do “AS-IS” maps/documentations already exist for this process? (Y/N)	yes

PROCESS REQUIREMENTS (what must be in place, etc. by the agency for the transaction to be completed):
Employee completes paper time sheet, signs time sheet, submits to Supervisor for approval

COMPLETION of PROCESS/TRANSACTION:

Utilizing the framework below, briefly summarize each step within each tier of the SSC.

TIER 0 – Self Service			
Tier 0 Trigger: ESS			
Steps to complete transaction	Actions	Outputs	Notifications/Communications
<div>Knowledge Base:</div> <ul style="list-style-type: none"><li>• Instructions on how to use SAP ESS</li><li>• Standard timesheet that can be downloaded (completed and downloaded?)</li><li>• Instructions on how to complete timesheet</li></ul> <div>Steps: ENTRY</div> <ul style="list-style-type: none"><li>• Employee access ESS prior to the screens closing and enters time</li><li>• Employee completes paper timesheet, signs timesheet (?), submits to Supervisor for approval</li></ul> <div>Steps : Compiling Paper Time Sheets (@ Agency)</div> <ul style="list-style-type: none"><li>• Identified party (unsure of position?) collects/compiles paper time sheets</li><li>• Identifies missing time sheets</li><li>• Conducts outreach within agency to employees missing time sheets</li><li>• Verification of accuracy (can that be expected?)</li></ul> <div>Steps: Submission of completed paper time</div>			

<b>sheets</b> <ul style="list-style-type: none"><li>Submits to ERIC via scan or fax to email</li></ul>	Submission of Paper Time Sheets to ERIC: <ul style="list-style-type: none"><li>Identified party scans paper time sheets (in one group) for ONE submission via email (with scanned).</li></ul>	Original time sheets are filed/retained at the agency level. NO originals are submitted to ERIC.	Verification of submission – ERIC notifies sender that submission (time sheet scans or time clock summary reports) is received – via email?
<b>Escalation?</b> <ul style="list-style-type: none"><li>Employee could call seeking assistance for downloading time sheet or completing time sheet</li></ul>			
<b>TIER 1 – ERIC Payroll Representative</b>			
<b>TIER 1 Trigger:</b> <ul style="list-style-type: none"><li>Paper time sheet records submitted via scan/email</li></ul>			
<b>Steps to complete transaction</b>	<b>Actions</b>	<b>Outputs</b>	<b>Notifications/Communications</b>
<b>Paper time Sheets</b> <ul style="list-style-type: none"><li>Paper time sheets submissions received</li><li>Date Entry</li><li>Review and approval</li></ul> <b>Identification of missing time sheets? How will ERIC know how many to expect?</b>	<ul style="list-style-type: none"><li>Paper time sheet data entry</li><li>Review and approval of SAP time entries</li></ul>	<ul style="list-style-type: none"><li>Creates time records within SAP</li><li>Email verification that submission of time sheets was received</li></ul>	<ul style="list-style-type: none"><li>Sender receives notification via email that submission is received</li></ul>
<b>Run Payroll Reports until clean/complete</b> <ul style="list-style-type: none"><li>Alert</li><li>Time Edit</li><li>Others?</li></ul>	SAP standard reports: <ul style="list-style-type: none"><li>Alert</li><li>Time Edit</li><li>Others?</li></ul>		
<b>PROCESS PAYROLL</b>			
<b>ESCALATION Reasons</b> <ul style="list-style-type: none"><li>Employee demonstrates or identifies an issue that cannot be solved at Tier 1 level. Escalation and case created.</li></ul>			
<b>TIER 2 – Subject Matter Expert</b>			
<b>Tier 2 Trigger: Escalation from Tier 1</b>			
<b>Steps to complete transaction</b>	<b>Actions</b>	<b>Outputs</b>	<b>Notifications/Communications</b>

Case is created and handled by SME Customer is notified of resolution either through Tier 1 or via SME Case is closed			Upon case resolution, communication back to employee/customer.
<b>ESCALATION Reasons</b> <ul style="list-style-type: none"><li>• Resolution of case/transaction is dependent on clarification, decision or change in policy.</li><li>• Situation is unusual (exception) that requires additional review</li></ul>			
<b>TIER 3 – Program Owner</b>			
<b>Tier 3 Trigger: Escalation from Tier 2</b>			
<b>Steps to complete transaction</b>	<b>Actions</b>	<b>Outputs</b>	<b>Notifications/Communications</b>
Escalation of case to Tier 3 Program Owner. Customer is notified of resolution through Tier 2. Case is closed			Upon case resolution, communication back to employee/customer.

**Notes/Comments/Questions:**

*Payroll One-Offs:*

- *USDC Employees*
- *Seasonal Employees? Can be ESS or paper time sheets*
- *Blind (@ Education)*

*How will ERIC know how many time sheets it should expect for a given pay period?*

*How will an employee be notified that time has been rejected? Is Supervisor accountable to notify the employee?*

*What is an approver misses the deadline and this has ramifications for an employee’s paycheck? Can someone with ERIC act as the Payroll Coordinator/Approver?*

*What is the feedback loop back to employees re: errors?*

*What about changes after approval?*

**Who would deal with...**

- *Past Corrections/Entries (Tier 2?) Today, the Payroll Coordinator must approve.*

*Would a blanket email reminder to all State employees put the IT infrastructure/system at risk? State is getting a new email system.*

*What are the deadlines? For ESS? For the Scan/Send?*

- *First notice would be sent on Monday at 10 AM (deadline, instructions, consequence?)*

**FINAL REVIEW NOTES:**